



Q3 Quarterly Activity Report
October - December 2016

Highlights of Q3

New Team Members



Erika Lorimer
Marketing &
Business
Administration
Apprentice



Samantha
Botsford
Administration
Officer

During Q3 we completed our programme of Enter & View visits looking at person centred care in care homes, all the 25 reports are now published on our website.

The overall care home report will be available in January.



We also published reports on 3 of our projects this year:

- Autumn Listening Tour
- PPG Fact Finder
- PALS Project: Improving Access to NHS Complaints Advocacy and Healthwatch Surrey

Our volunteers gave fantastic **194 hours** to Healthwatch Surrey this quarter.



Q3 Outcomes Highlight

During a visit to a local Care Home, as part of a programme of 25 visits, our Authorised Representatives identified safeguarding concerns which were then raised with the Multi Agency Safeguarding Hub and the CQC. The CQC subsequently undertook a visit two days later, substantiating our concerns and taking enforcement action.

Our full quarter 3 Outcomes Report is now available on our website.

How we have helped the public this quarter



During Q3 our Healthwatch Champions have helped **358** people with information and advice through 5 Citizens Advice Offices* across the county.

citizens
advice

Independent Health Complaints Advocacy supported **73** individuals during Q3, of which **41** were new referrals.

- Self referral was the highest source of referral followed by other sources (e.g. voluntary organisations or family & friends), Healthwatch Surrey and then Surrey Hubs.
- The highest number of complaints (for new referrals) were;
 - Acute hospitals
 - GPs
 - Other hospitals
 - Mental Health

"I would like to say thank you for your support in 2016. This has made such a terrible situation slightly more bearable"

The Healthwatch helpdesk handled **116** calls for Surrey this quarter, actions taken included;

- Referral to Advocacy
- Signposting to;
 - CAFCASS
 - Family Rights
 - Think Action
 - NHS Choices
 - SECamb
 - Surrey Safeguarding
- Referral to internal Healthwatch staff.

**Talk
to us...**

*Reigate and Banstead; Runnymede and Spelthorne; Surrey Heath; Waverley and Woking

How we have helped the public in Q3 - Case Studies

Healthwatch Helpdesk - Case Study

A caller contacted the Helpdesk to get advice. Her children had previously been placed with their biological father due to her poor Mental Health. Since then the caller had sought the help of local services to rebuild her life and had got a job. She now wanted to get her children back into her care, but social services felt this would obstruct her recovery. She also felt she had been wrongly treated by a social worker in Adult Social Services. She wanted advice on what help was available. The caller was signposted to local specialist services that could help her. She has since called back and confirmed that as a result of the help she was given by the local services she has now sought legal representation and is also considering making a complaint against Adult Social Services.

Citizens Advice Case Study - Waverley

Client attended the Citizens Advice with concerns about the welfare of a neighbour. They felt the neighbour was showing signs of dementia as well as being very isolated and not eating properly. With no family that visit the neighbour the client was helping out but becoming stressed with the responsibility, the neighbour was refusing offers of outside help. CAB completed an anonymous referral to social services. The client called back to thank for the help and confirm that social services had been and made enquiries and the neighbour was now 'in the system' and social services are involved, which is great weight off his mind.

How we have helped the public in Q3 - Case Studies

Citizens Advice Case Study - Woking

Client contacted the CAB as they felt their son was neglected by a doctor. Five weeks ago his son was ill and was seen by a GP in Woking. She told him to gargle with salt water. There was no improvement and 2 days later his son saw a different doctor and was admitted to hospital with septic pneumonia. His son who is self-employed has now missed a couple of weeks work as he was so ill. The client wanted advice on how to make a complaint against the Doctor and he was given the information needed in order to start that process.

Independent Health Complaints Advocacy IHCA - Case Study

Client is a mother living in Surrey who has a daughter that is a drug addict, with mental health problems living in Bradford. The client contacted IHCA to get help with making a complaint against Bradford Hospital following poor treatment her daughter received in their care. She had not received adequate responses to her queries raised directly with the hospital. The client was supported by an NHS advocate to communicate with Bradford Hospital. A local resolution meeting was held during which the Advocate put forward the clients views and questions. As the information provided in this meeting was not felt to be satisfactory by the client she has being supported in contacting the Health & Parliamentary Health Ombudsman and a report has now being submitted. The family now feel that they have been listened to and that their concerns have been voiced. They are currently waiting a response from the Ombudsman.

How we have gathered views of the public in Q3



We attended 12 listening tour events across Surrey (locations included; Caterham Dene Community Hospital, Cranleigh Library, Surrey History Centre, Frimley Park Hospital, Farnham Hospital, East Surrey Hospital, Royal Surrey Community Hospital, Ashford Hospital, St Peters Hospital, The Poplars Epsom, Elizabeth House GP, Banstead Clinic)

In October we held our first winners workshop bringing together our Community Cash Fund winners for 2017, to plan projects and engagement opportunities.



Healthwatch Surrey now have an active role on the East Surrey CCG Patient Reference Group and Health & Well Being Board Tandridge, we presented an update on our activity to the members in their October meetings.

We held engagement events with Surrey Deaf Community Forum, Dyscover, Birchwood Medical Practice - Flu Clinic, Live At Home Scheme. We also attended the Redhill Safe Haven, gathering experiences on mental health care, accommodation and their GP services.

In Q3 we reached our annual target number of over 690 engagement experiences - a whole quarter early!



How we have gathered views of the public in Q3

In November we launched Community Chest - a community based initiative inviting small groups to bid for funding local event projects, delivering engagement opportunities on behalf of Surrey Downs CCG .

The events allocated funds include GRT Community, Unpaid Carers, Socially isolated and homeless people, local schools and care home residents.



We spoke with staff of hospitals about their Speak Up Guardians and how staff feel about the concept of whistleblowing to improve the NHS



During Q3 Healthwatch Surrey toured the new frailty unit at East Surrey hospital, Pendleton Unit, a new unit where patients can be referred in without going through the Emergency department.

We joined the First Community Health forum and attended the meeting under the new CEO Sarah Billiald. We also attended the South East Mental Health Commissioning Group conference in November, a networking opportunity to meet commissioners and GPs.

'What we've heard' - (in the 12 months up to December 2016)



**Talk
to us...**

2,278 individual experiences were reported to us;



25% have been positive
(which is an increase vs last 12 months)



70% have been negative

The most frequently mentioned services are;

- General Practice (823)
- Inpatient care (542)
- Adult social care (211)

The services with the highest proportion of positive experiences*

- Cardiology
- Diabetes
- Optometry



The services with the highest proportion of negative experiences*

- Mental Health (Child & Adolescent)
- Nursing Care Home
- Mental Health (Adult)



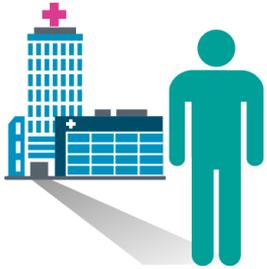
The most frequently mentioned topics are;

- Safety of care & treatment (431)
- Follow-up & support (297)
- Getting an initial appointment (246)

Attendees of the Voice Network meeting in December were particularly interested in knowing more about 'Sustainability and Transformations Plans' (STPs)

*of services mentioned at least once a month

Where we have shaped and challenged services in Q3



10 particularly concerning experiences were escalated promptly to the following organisations:

- Care Quality Commission (2)
- Adult & Children Safeguarding Teams (4)
- CCGs (3)
- Providers (1)

We've shared what local people have told us with senior decision makers, in meetings dedicated to "What We've Heard", including with *Surrey Downs CCG, Adult Social Care Quality Group, Ashford and St. Peter's Hospitals NHS Foundation Trust and the CQC.*

We have taken the voice of local people and shared it in local decision making forums including;

The Health & Wellbeing Board, Wellbeing & Health Scrutiny Board, Surrey Priorities Committee, Quality Surveillance Group, Adult Social Care Quality Assurance Framework Review, a meeting with the SECamb interim CEO and meetings with the senior leadership teams of the Sustainability & Transformation Plans.

By hosting a Surrey-wide Complaints Managers Forum in December, attended by health & social care practitioners, we were able to highlight insight into peoples experience of leaving hospital, discuss improvements to complaints processes and provide insight into why and how people access the NHS Complaints Advocacy service.



Volunteer activity in Q3

Our volunteers gave 194 hours of their time this quarter.

During Q3, 8 of our trained Enter and View volunteers visited 25 different Care Homes across Surrey. This project was to ascertain how well care homes in Surrey are 'relationship centred' focussing on activity based care.

All 25 individual Care Home reports are now published and can be found on our website.

The overall report will be available later this month.

Interested in becoming a volunteer?

For more information on volunteering opportunities at Healthwatch Surrey please get in touch...

Tel: 0303 303 0023, Email:

enquiries@healthwatchesurrey.co.uk

Text: 07592 787533

Our Healthwatch Surrey team had a meeting with a number of our volunteers during which the results of the Patient Participation Group - Fact Finder Analysis were presented. This was discussed and next steps for the PPG work agreed. The Fact Finder Analysis report can be viewed on our website.

One of our new volunteers has recently taken on a different research task for us every two weeks. These are tasks varying from mental health to research on dentists.



Coming Up...what's happening in Q4



Next Healthwatch Surrey Board Meeting in Public

April 25th 2017

Room 2, The Hythe Centre, Staines 2.00-5.00pm

Reports into our thematic priorities will be produced in Q4 including;

Care Home Report - due January 2017

GP Patient Journey Report - due March 2017

Safe Haven Report - during Q4.

We will be sharing our film, which was produced by, directed by and starring young people regarding mental health, with GPs across the county.

We will be planning a number of events around young people's mental health alongside the national 'Time to Talk' day in February. Check our website or contact us for more details.

During Q4 our engagement team will be busy visiting supermarkets, high streets and Surrey Safe Havens check our website for dates and details of the events.